SACRED HEART MONASTERY
VOLUNTEER (Resident and Non-Resident) PROGRAM
POLICY

Note: In this document, ‘volunteer’ will be used to refer to resident and non-resident volunteers, male and female volunteers.

The phrase ‘resident volunteer’ is used to refer to ‘female resident volunteers.’

Sacred Heart Monastery desires all volunteers to have a positive experience during their time with us. Because clarity of expectations helps to create peace, this policy covers many issues commonly encountered by volunteers. We hope this document will answer any questions you may have and convey our expectations. It is meant for your protection, as well as that of the Sisters. As St. Benedict says, “We intend to establish a school for the Lord’s service……. We hope to set down nothing harsh, nothing burdensome. The good of all concerned may prompt us to a little strictness….to safeguard love.” (P 46-48)

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SECTION I: VOLUNTEER OPPORTUNITIES

Job descriptions and associated skills, education, and/or experience have been written for each volunteer position. Volunteers at Sacred Heart Monastery are expected to have the minimum required skills, education and experience as specified in the volunteer position description.

Sacred Heart Monastery is committed to ensuring equal access to volunteer opportunities in all the departments without regard for an individual’s race, creed, color, religion, sex, national origin, age, disability (except as it might affect the health & safety of the volunteer), sexual or affectional preference or orientation, ancestry, familial status, or any other characteristic protected by law.

SECTION II: REGISTRATION AND RECORDS

Each resident volunteer must complete an application for volunteer service. Sacred Heart Monastery engages persons in volunteer service based on the information supplied by the potential resident volunteer on their application and the references supplied by friends/pastors and may verify such information as deemed necessary.

The resident volunteer application and other records in the resident volunteer’s file shall be retained as required by law or the needs of the Volunteer Program. All information provided by the resident volunteer will be kept in confidence by the Monastery.

SECTION III: BACKGROUND CHECKS and SAFE ENVIRONMENT TRAINING

Background checks will be performed on each resident volunteer; each volunteer must sign an authorization form to obtain an investigative report. A consumer or investigative consumer report may include public records, criminal records, driving history, educational verification, licensing and credential verification, and employment history.

For your protection as a volunteer, the volunteer will be asked to successfully complete the diocesan Safe Environment training program.
SECTION IV: ORIENTATION
To adequately prepare volunteers for their experience and services, orientation is required. Training and on the job in-services are also provided for volunteers in order to encourage volunteers to improve their performance and continue their personal development.

SECTION V: POSITION DESCRIPTION
Volunteers are provided with a volunteer position description identifying their key duties and their supervisor. All volunteers are accountable to their assigned supervisor for their service duties, activities and schedule. Before any significant changes in volunteer duties, activities or schedule are made, the volunteer and the Volunteer Coordinator must mutually approve these proposed changes.

SECTION VI: PROFESSIONAL RESPONSIBILITIES
Sacred Heart Monastery Volunteers must observe high professional and ethical standards. The following are examples of prohibited activities:
1. Lending or borrowing money, vehicles, or other items to or from Sisters, employees, guests or other volunteers;
2. Driving monastery vehicles;
3. Engaging in situations or relationships with Sisters, other volunteers, or Monastery employees in which there is any real, perceived, or appearance of conflict of interest;
4. Being late or unable to perform duties satisfactorily.
5. Any behavior that is detrimental to professionalism with regard to Sacred Heart Monastery.

SECTION VII: VOLUNTEER/COMMUNITY BOUNDARIES
SISTERS’ PRIVATE HOME SPACE:
In order for the Sisters of the Monastery to have certain areas of privacy, some parts of the Monastery building are reserved as private (i.e., for Sisters only). These designated places are:
- Sisters’ bedrooms & bedroom areas
- Living Group Rooms (unless hosted by a group member)
- Peace Center
- St. Joseph Care Center
- The Boutique
- Exercise Room
- Computer Lab
- ·Chapter Room
- ·Monastery Garages
- ·Administrative Offices & hallway
- ·Activity Room

NOTE: Work assignments may include activities in the designated private areas. However, volunteers are not to be in these areas unless they are accompanied by a Sister, and/or working and supervised.

SILENCE AND RECOLLECTION:
In order to provide a contemplative atmosphere in the Monastery, the following times are expected times of silence:
- 9:00 p.m. to after Mass on weekdays; 9:00 p.m. to after Morning Prayer on weekends
- During Advent and Lent, and on other designated days, additional periods of silence may be observed at specified times.
Resident volunteers may visit or watch TV in their designated areas at any time but should keep the door closed so as not to disturb others who are praying or sleeping.
SECTION VIII: OFFENSIVE BEHAVIOR

Sacred Heart Monastery believes that every person at the Monastery has the right to an environment free from offensive behavior. Accordingly, offensive behavior is strictly prohibited. Any volunteer found to have acted in violation of this policy will be subject to appropriate disciplinary action, which may include termination of volunteer work. Sisters, employees or others who engage in offensive behavior will also be subject to discipline.

“Offensive behavior” includes but is not limited to slurs, jokes, and other inappropriate visual, verbal or physical conduct relating to an individual’s race, creed, color, religion, sex, national origin, age, disability, sexual or affectional preference or orientation, ancestry, familial status or any other characteristic protected by law.

This policy includes any form of harassment which:
1) has the purpose or effect of creating an intimidating, hostile or offensive environment.
2) has the purpose or effect of unreasonably interfering with an individual’s volunteer job performance; or
3) otherwise adversely affects an individual’s volunteer opportunities.

If a volunteer believes that he or she has been subjected to offensive behavior by any person encountered in the course of volunteering, or he or she observes such behavior, the incident should be reported to the Volunteer Coordinator. Such behavior should be reported regardless of, or in addition to, any direct action taken by volunteer to deal with the problem. The Volunteer Coordinator will contact the Monastery legal representative (if appropriate) to insure that appropriate action is taken.

Any such claims concerning volunteer behavior will be investigated by the Volunteer Coordinator (and the Monastery legal representative, if appropriate) or her designee. If the facts appear to support a violation of this policy, appropriate action will be taken which may include immediate termination of a volunteer’s assignment. The Monastery does not tolerate retaliation or intimidation directed towards anyone who makes a valid complaint.

SECTION IX: SEXUAL EXPLOITATION/HARASSMENT

It is the policy of Sacred Heart Monastery to observe South Dakota State law prohibiting sexual exploitation or harassment of any person(s) at the Monastery. Any suspected incident of sexual exploitation/harassment of a person involving a volunteer occurring on the premises of the Monastery must be reported immediately to Volunteer Program Coordinator. Such reports will be investigated thoroughly and promptly. The Administration of the Monastery may need to report such incidents to appropriate authorities depending upon the circumstances. Any violation of, or suspected violation of, this policy may result in termination of the volunteer relationship. The Monastery does not tolerate retaliation or intimidation directed towards anyone who makes a complaint.

SECTION X: SOLICITATION OF MONEY OR GOODS

Any solicitation of money or goods must be cleared through the Volunteer Coordinator and the Prioress of the Monastery.

SECTION XI: LIABILITY AND INJURY COVERAGE

The Monastery strives to provide a safe environment. Volunteers are not covered under workers compensation pursuant to South Dakota law. Volunteers are required to provide their own health insurance and are responsible for any co-pays or deductibles associated with care and treatment. Any injuries occurring while doing volunteer work should be reported immediately to the volunteer’s supervisor and the Volunteer Coordinator.
SECTION XII: MEDICAL ISSUES
Volunteers are responsible for their medical needs. Should a medical need arise, the volunteer is expected to make arrangements at a regional facility (e.g., the Yankton Medical Clinic, Avera Sacred Heart Hospital, etc.). Volunteers will not be evaluated or treated in the Sister’s Clinic or in the St. Joseph Care Center.

SECTION XIII: REIMBURSEMENT
Volunteers may be reimbursed for necessary expenses incurred in connection with their volunteer assignment only with advance approval from their supervisor or the Volunteer Coordinator.

SECTION XIV: BENEFITS/RECOGNITION
Because volunteers receive no monetary compensation for their services from the Benedictine Sisters of Sacred Monastery, volunteers must be self-supporting. In return for their service, resident volunteers receive the following:
* meals and living accommodations within the monastic community
* orientation and/or in-service training
* educational lectures, workshops and classes as designated by the Volunteer Coordinator.
Resident Volunteers who have been volunteering for at least 6 consecutive months are eligible to attend retreat conferences and to receive spiritual direction if they desire, provided a spiritual director is available. The Volunteer Coordinator will determine the availability of spiritual directors and will make the arrangements. Subject to space available and their schedule, volunteers are always welcome to attend:
* any retreats which they pay for,
* designated community recreational activities (excluding the exercise room), and
* daily Liturgy of the Hours and Eucharist.
Periodically the Volunteer Coordinator will conduct performance appraisals of the resident volunteers.

SECTION XV: CONFIDENTIALITY
Volunteers may have contact with and access to confidential information not generally known outside the Monastery, regarding the Monastery itself, its clients or services. Confidential information includes, but is not limited to, all records and documents. Confidential information must never be discussed, released, removed from Monastery premises, copied, or included in any pictures or publication – including all forms of social media – or in any other way used by volunteers for any purpose outside the scope of the volunteer relationship and job description.

SECTION XVI: DRUG-FREE & TOBACCO-FREE WORK ENVIRONMENT
Regarding the effects of drug use and the unlawful possession of controlled substances on the premises of Sacred Heart Monastery:

The unlawful sale, transfer, manufacture, distribution, dispensation, possession, use or being under the influence of alcohol or a controlled substance on Monastery premises or while conducting Monastery business off Monastery premises is prohibited. Volunteers are prohibited from operating Monastery equipment, machinery or vehicles while under the influence of alcohol or controlled substances.
The monastery campus is a tobacco-free campus.
A violation of this section and any illegal action will result in immediate termination.
SECTION XVII: VOLUNTEER GRIEVANCE

Volunteers have the right to question the application of these policies. The volunteer has twenty (20) calendar days from application of the policy to begin the grievance procedure by submitting a written statement of grievance to the Volunteer Coordinator. If no agreement is reached, then a written statement of grievance shall be submitted to the Prioress and Council of the Monastery. The Prioress will respond to the volunteer verbally or in writing within 30 days from receipt of the statement of grievance.

SECTION XVIII: TERMINATION

Because volunteering with Sacred Heart Monastery is at-will, volunteers may be terminated with or without cause or, with or without notice at any time, at the option of either the volunteer or the Monastery. No manager, supervisor, or representative of the Monastery may enter into any agreement to the contrary. The Volunteer Coordinator will terminate a volunteer when he or she has demonstrated orally, in writing, or by contradictory behavior his or her inability or unwillingness to comply with these policies and practices.

Volunteers desiring to stay for a period longer than a year will be required to re-submit a resident-volunteer application annually.

CONCLUSION

Sacred Heart Monastery reserves the sole right to add, change, withdraw or revoke any or all of these policies or practices at any time, for any reason, with or without advance notice. These policies are intended to provide a general overview, for informational purposes only. Nothing in these policies, nor in any other written or unwritten policies or practices of the Monastery creates, nor is it intended to create an express or implied contract, covenant, promise, or representation between the Monastery and the volunteer.
Please sign this page and return it to the Volunteer Coordinator and keep the policies for your own reference.

I have read, understand and agree to the terms specified in the above policies.

Acknowledged by volunteer

Name: ________________________________ Date: ________________________________